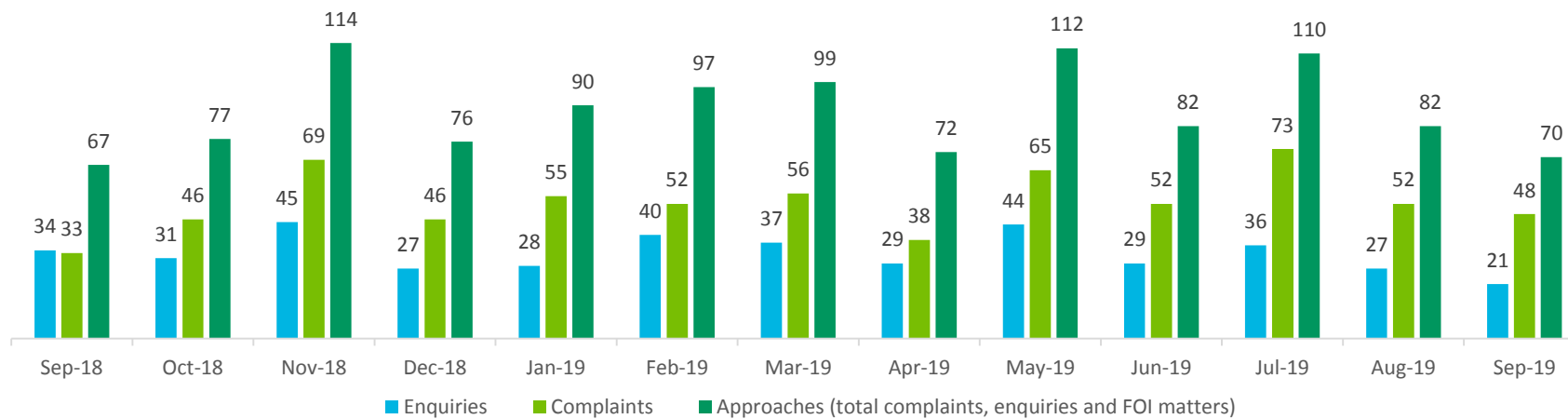


# Monthly complaints report

Reporting period: 1 September 2019 to 30 September 2019

## Approaches to the NHPOPC



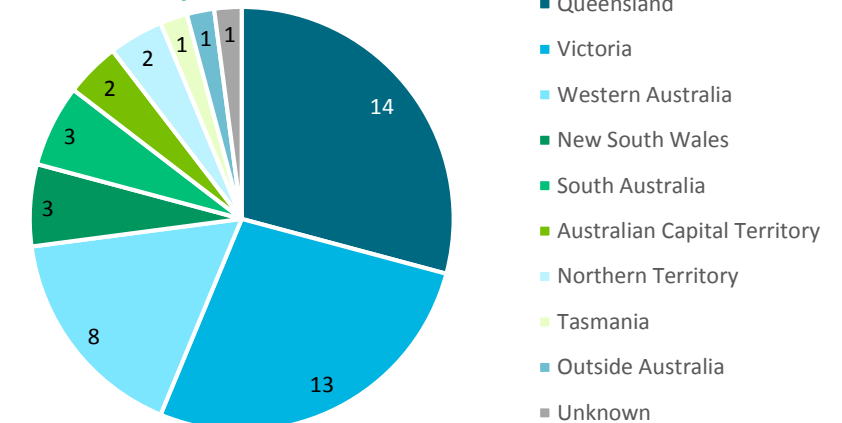
Approach	September 2019	July 2019 – September 2019	September 2018	July 2018 – September 2018
Enquiries	21	84	34	110
Complaints	48	173	33	107
FOI matters*	1	5	n/a	n/a
<b>Total</b>	<b>70</b>	<b>262</b>	<b>67</b>	<b>217</b>

\*New function of the NHPOPC as of 1 December 2018

Complaints by profession	September 2019
Medical	23
Nursing	8
Psychology	7
Dental	4
Paramedicine	3
Occupational Therapy	1
Pharmacy	1
Physiotherapy	1
<b>Total</b>	<b>48</b>

Type of complaint	September 2019
Notification – complaint by notifier	23
Registration – delay	12
Registration – process/policy	5
Notification – complaint by practitioner	4
Handling of Freedom of Information matter	1
Notification – complaint by general public	1
Privacy/Handling of information	1
Other	1
<b>Total</b>	<b>48</b>

## Location of complainant



## Case study

Peyton was required to undergo a health assessment with Dr Green because the Board had received a notification that alleged she had a health impairment. The Board decided to take no further action after reading Dr Green's report, but Peyton later discovered that documents created during the health assessment had been saved to the electronic and hard copy records of the public health service that Dr Green works for. She told the NHPOPC that she had complained to AHPRA, but AHPRA did not take her complaint seriously.

The NHPOPC's investigation found AHPRA had made immediate contact with both Dr Green and the public health service to ask that the material be deleted. When this was refused, AHPRA sought reassurance that the material would be securely protected going forward. AHPRA then commenced a review of how it communicates with health assessors about their confidentiality and recording-keeping obligations, which has since resulted in AHPRA's standard templates being updated to make these obligations explicitly clear.

The NHPOPC was satisfied that AHPRA had taken appropriate action in response to Peyton's complaint. However, we noted that AHPRA could have communicated with Peyton more clearly about what it was doing so that she could feel reassured during the process. At the NHPOPC's request, AHPRA wrote to Peyton to apologise for the distress and inconvenience she had experienced, and to acknowledge the impact that this incident had had on her.

Outcomes on investigations	September 2019	July 2019 – September 2019
Further explanation provided to the complainant by the NHPOPC	5	18
Assisted resolution	9	13
Formal comments provided to AHPRA/National Board	0	8
Apology provided by AHPRA	0	1
<b>Total</b>	<b>14</b>	<b>40</b>

Investigations	September 2019	July 2019 – September 2019
Open investigations	52	n/a
Investigations commenced	6	35
Investigations finalised	14	40
Early resolution*/Warm transfers to AHPRA	17	55

\*Early resolution transfer process commenced 1 September 2019, replacing warm transfers